

October 2004

Dear <MEMBER NAME>,

RE: Your Prescription for Advair Diskus[®] 100/50 mcg Inhaler.

We have noted at Express Scripts Mail Service Pharmacy that you have received a prescription filled for Advair (fluticasone/salmeterol) Diskus 100/50 mcg, an inhaler used for the treatment of asthma and other breathing disorders. This letter provides some new important information about this medication.

GlaxoSmithKline, the maker of Advair, is conducting a voluntary recall of certain lots (batches) of this medication due to a possibility that a small number of these devices may not work correctly. As a result, the dose may not be given as prescribed. GlaxoSmithKline is recommending the following:

- Do not stop using your Advair Diskus inhaler.
- Check the lot number on your Advair Diskus inhaler for these particular lots. Lot numbers can be found on the circular label in the center of the Diskus, on the foil overwrap and on the box. If you have any difficulty reading the lot number, please check with your pharmacist.

4ZP2067	4ZP2229	4ZP2759	4ZP3042	4ZP3444
4ZP2104	4ZP2377	4ZP2807	4ZP3139	4ZP3504
4ZP2201	4ZP2474	4ZP2913	4ZP3244	4ZP3550
4ZP2216	4ZP2475	4ZP2901	4ZP3272	4ZP3631
4ZP2217	4ZP2619	4ZP3041	4ZP3373	4ZP3659

- If you have an Advair Diskus with an affected lot number, you should call the Express Mail Service Pharmacy using the number found on the prescription label and ask to speak with a pharmacist. A pharmacist will obtain your personal prescription information so we can determine if you have a recalled lot number and replace your Advair Diskus free of charge. We will provide a postage paid envelope so you may return your Advair Diskus that has been recalled.
- No other Advair strengths or lot numbers are affected by this recall.

If you have any questions or would like additional information about this recall, please call GlaxoSmithKline's Customer Response Center at 1-888-825-5249 between the hours of 8am and 8pm Eastern Time in the US, Monday through Friday. You may also access the manufacturer's information online at gsk.com.

Sincerely,

Express Scripts Mail Service Pharmacy

